



COPY

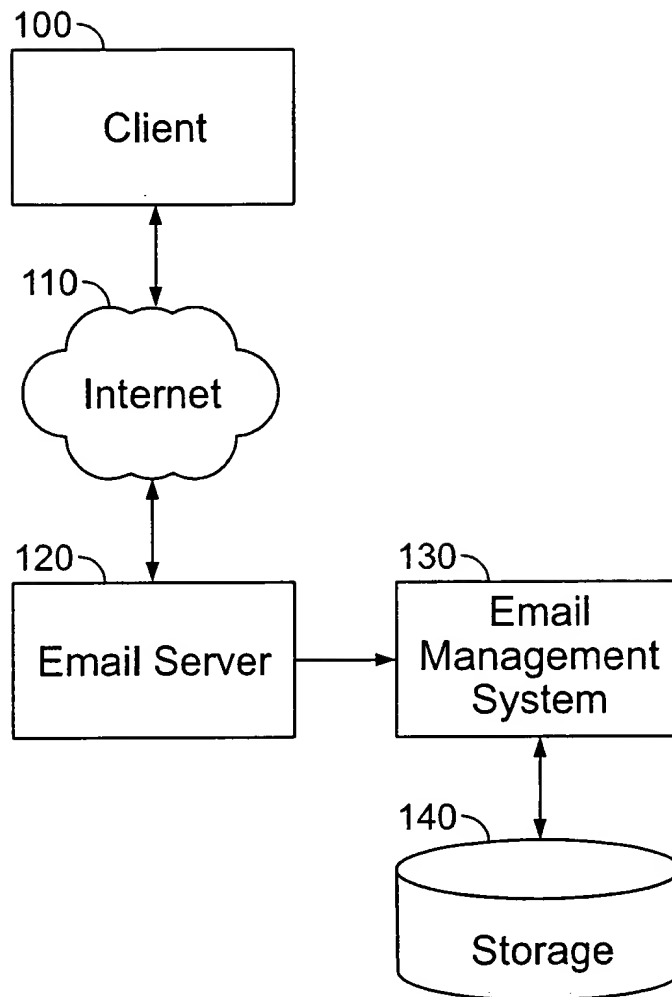


FIG. 1a

REPLACEMENT SHEET

COPY

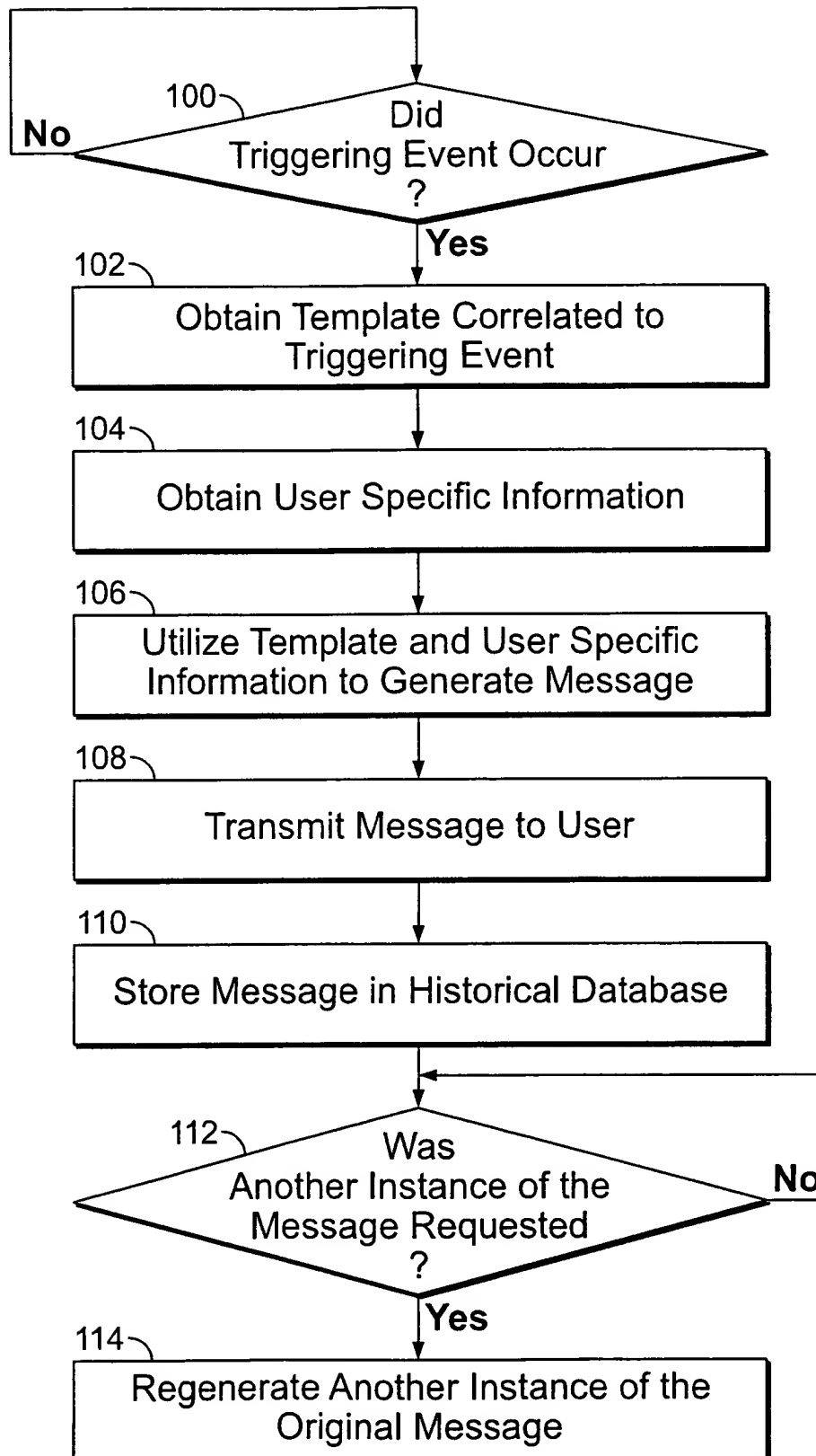


FIG. 1b

COPY

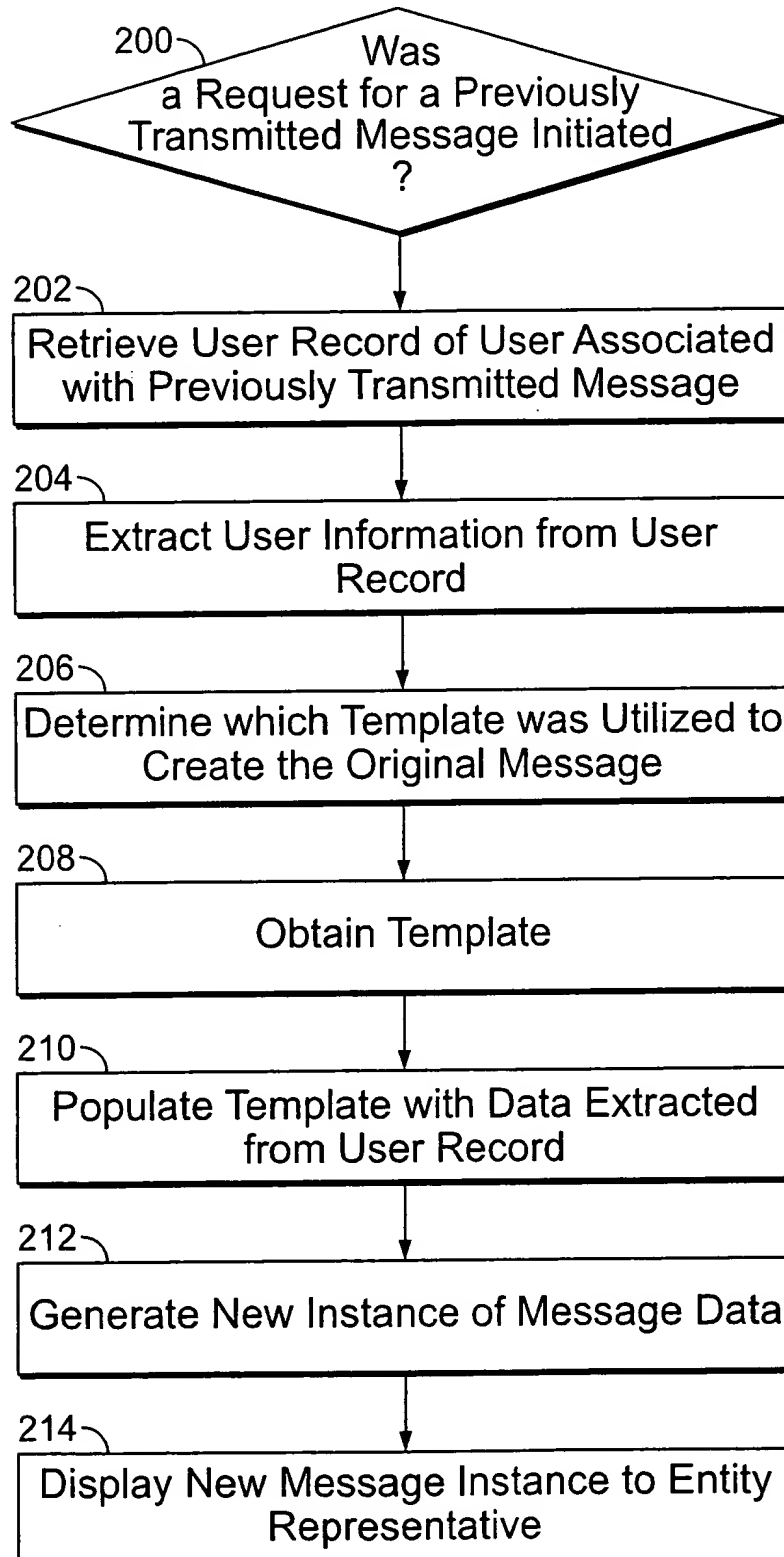


FIG. 2

COPY

300

304

302

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307

308

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313

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Search

Clear

Customer Search - Netscape

File Edit View Go Communicator Help

Bookmarks Location: http://trebek:82/cs/default.asp

What's Related

stamps.com

Customer Support

Information Systems | Stamps.com Intranet | USPS Rates | Zip Code Lookup | Supported Printers

Enter as much information as possible in one or more fields.

Customer Search:

Last Name

First Name

Phone #

User Name

Email Address

Account #

Customer ID

Document: Done

FIG. 3

REPLACEMENT SHEET

COPY

Customer Search Results - Netscape

File Edit View Go Communicator Help

What's Related

Location: <http://trebek:82/cs/results.asp>

stamps.com

Customer Support

Information Systems | Stamps.com Intranet | USPS Rates | Zip Code Lookup | Supported Printers

Home | Search

Last Name	First Name	User ID	User Name	Email	Phone #	Account #
Smith	Jon	5900031	tes01	silkstamps@yahoo.com	(949)555-1212	17000019
Smith	Jon	5900368	sdct1	sdco1_us@yahoo.com	(949)555-1212	17000356
Smith	Jon	5900389	sdctestling1	sdco1_us@yahoo.com	(949)555-1212	17000357
Smith	Jon	5900443	sdct11	sdco1_us@yahoo.com	(949)555-1212	17000431
Smith	Jon	5900444	sdct12	sdco1_us@yahoo.com	(949)555-1212	17000432
Smith	Jon	5900445	sdct13	sdco1_us@yahoo.com	(949)555-1212	17000433
Smith	Scott	5900447	scotto	ssmith@stamps.com	(310)555-1212	17000435
Smith	Jon	5904587	will	silkstamps@yahoo.com	(949)555-1212	17004551
Smith	Jon	5904610	sdctestling123	silkstamps@yahoo.com	(949)555-1212	17004594
Smith	Jon	5904731	sdci9999	silkstamps@yahoo.com	(949)555-1212	17004689
Smith	Jon	5904732	sdci9998	silkstamps@yahoo.com	(949)555-1212	17004690
Smith	Jon	5904733	sdci9997	silkstamps@yahoo.com	(949)555-1212	17004691
Smith	Jon	5904734	sdci9996	silkstamps@yahoo.com	(949)555-1212	17004692
Smith	Jon	5904736	sdci9994	silkstamps@yahoo.com	(949)555-1212	17004694
Smith	Loren	5904738	lsmith	junk@stamps.com	(310)555-1212	17004696
Smith	Jon	5904799	sdci	silkstamps@yahoo.com	(949)555-1212	17004756
Smith	mike	5904834	miky	inirshberg@stamps.com	(310)555-1212	17004791
Smith	Jon	5904844	sdci9995	silkstamps@yahoo.com	(949)555-1212	17004901
Smith	Jon	5904952	sdci9980	silkstamps@yahoo.com	(949)555-1212	17004909
Smith	Scott	5904972	Tazman	ssmith@stamps.com	(212)555-1212	17004929

1-20

Document: Done

FIG. 4

REPLACEMENT SHEET

COPY

CS: profile - Netscape

File Edit View Go Communicator Help

What's Related

Location: http://trebek:82/cs/Profile.asp?cn=005a0850

Customer Support

Information Systems | Stamps.com Intranet | USPS Rates | Zip Code Lookup | Supported Printers

CS Home | Search | Customer Profile | Postal License | Email History | Close Account

Account Credit | Postage Transaction History | Account Status History | Reset Password

502 {

Last Name Smith

First Name Jon

Customer ID 5900368

Middle Name ID

User Name sdc11

Account # 17000356

504 {

Account Status

Active

Date

3/29/2000 GMT

Status Reason

OK

Total Postage Purchased

\$219.01

Total Stamps Printed

3

Last Print Date

4/11/2000 00:42 GMT

Free Postage Expiration Date

N/A

Initial Free Postage

0

Available Free Postage

0

License Status

License Approved

Next QA Postage Due

4/3/2000 GMT

QA Postage Status

Not Received

Next Statement Date

11/1/2000 GMT

Service Plan

Simple Plan 0009

Resubmission Required

Yes

Card Number Last 5

99999

Card Holder Name

John D. Smith

Expiration Date

02/2001

Card Type

Visa

506 {

Contact Information

Company Name

Title

Billing Address

Billing City

Email

Phone #

Fax #

Comment:

Software Engineer

100 TECHNOLOGY DR

IRVINE

sdc01_us@yahoo.com

(949)555-1212

(949)555-1313

State CA

ZIP 92618

Last 4 SSN: 6789

Send Marketing Material

This is a demo account

Submit

Document: Done

FIG. 5

REPLACEMENT SHEET

COPY

* CS: Email History - Netscape		File Edit View Go Communicator Help																																																																				
Bookmarks		Location:		http://rebek.82/cs/EmailHistory.asp?cn=005a0850																																																																		
Customer Support																																																																						
Information Systems Stamps.com Intranet USPS Rates Zip Code Lookup Supported Printers																																																																						
CS Home Search Customer Profile Postal License Email History Close Account Account Credit Postage Transaction History Account Status History Reset Password																																																																						
Last Name	Smith	First Name	Jon	Middle Name	D																																																																	
User Name	sdc1	Customer ID	5900368	Account #	17000356																																																																	
Email History <table border="1"> <thead> <tr> <th>STATUS</th> <th>FROM</th> <th>TO</th> <th>SUBJECT</th> <th>DATE</th> </tr> </thead> <tbody> <tr> <td>Sent (Not Confirmed)</td> <td>"Stamps.com Customer Support" [support@stamps.com]</td> <td>sdc01_us@yahoo.com</td> <td>Welcome to Stamps.com!</td> <td>3/29/2000 19:14 GMT</td> </tr> <tr> <td>Sent (Not Confirmed)</td> <td>"Stamps.com Account Support" [accounts@stamps.com]</td> <td>sdc01_us@yahoo.com</td> <td>Postage Purchase Confirmation</td> <td>4/6/2000 18:12 GMT</td> </tr> <tr> <td>Sent (Not Confirmed)</td> <td>"Stamps.com Account Support" [accounts@stamps.com]</td> <td>sdc01_us@yahoo.com</td> <td>Postage Purchase Confirmation</td> <td>4/6/2000 18:19 GMT</td> </tr> <tr> <td>Sent (Not Confirmed)</td> <td>"Stamps.com Account Support" [accounts@stamps.com]</td> <td>sdc01_us@yahoo.com</td> <td>Postage Purchase Confirmation</td> <td>4/6/2000 18:51 GMT</td> </tr> <tr> <td>Sent (Not Confirmed)</td> <td>"Stamps.com Account Support" [accounts@stamps.com]</td> <td>sdc01_us@yahoo.com</td> <td>Stamps.com Change in Service</td> <td>4/7/2000 00:33 GMT</td> </tr> <tr> <td>Sent (Not Confirmed)</td> <td>"Stamps.com Account Support" [accounts@stamps.com]</td> <td>sdc01_us@yahoo.com</td> <td>Postage Purchase Confirmation</td> <td>4/18/2000 00:42 GMT</td> </tr> <tr> <td>Sent (Not Confirmed)</td> <td>"Stamps.com Account Support" [accounts@stamps.com]</td> <td>sdc01_us@yahoo.com</td> <td>Postage Purchase Confirmation</td> <td>4/18/2000 00:49 GMT</td> </tr> <tr> <td>Sent (Not Confirmed)</td> <td>"Stamps.com Account Support" [accounts@stamps.com]</td> <td>sdc01_us@yahoo.com</td> <td>Postage Purchase Confirmation</td> <td>4/20/2000 21:20 GMT</td> </tr> <tr> <td>Sent (Not Confirmed)</td> <td>"Stamps.com Account Support" [accounts@stamps.com]</td> <td>sdc01_us@yahoo.com</td> <td>Postage Purchase Confirmation</td> <td>4/20/2000 21:21 GMT</td> </tr> <tr> <td>Sent (Not Confirmed)</td> <td>"Stamps.com Account Support" [accounts@stamps.com]</td> <td>sdc01_us@yahoo.com</td> <td>Unable To Process Payment</td> <td>4/20/2000 21:34 GMT</td> </tr> <tr> <td>Sent (Not Confirmed)</td> <td>"Stamps.com Account Support" [accounts@stamps.com]</td> <td>sdc01_us@yahoo.com</td> <td>Unable To Process Payment</td> <td>4/20/2000 21:35 GMT</td> </tr> <tr> <td>Sent (Not Confirmed)</td> <td>"Stamps.com Account Support" [accounts@stamps.com]</td> <td>sdc01_us@yahoo.com</td> <td>Stamps.com Account Statement - US-03-2000</td> <td>5/4/2000 01:16 GMT</td> </tr> </tbody> </table>						STATUS	FROM	TO	SUBJECT	DATE	Sent (Not Confirmed)	"Stamps.com Customer Support" [support@stamps.com]	sdc01_us@yahoo.com	Welcome to Stamps.com!	3/29/2000 19:14 GMT	Sent (Not Confirmed)	"Stamps.com Account Support" [accounts@stamps.com]	sdc01_us@yahoo.com	Postage Purchase Confirmation	4/6/2000 18:12 GMT	Sent (Not Confirmed)	"Stamps.com Account Support" [accounts@stamps.com]	sdc01_us@yahoo.com	Postage Purchase Confirmation	4/6/2000 18:19 GMT	Sent (Not Confirmed)	"Stamps.com Account Support" [accounts@stamps.com]	sdc01_us@yahoo.com	Postage Purchase Confirmation	4/6/2000 18:51 GMT	Sent (Not Confirmed)	"Stamps.com Account Support" [accounts@stamps.com]	sdc01_us@yahoo.com	Stamps.com Change in Service	4/7/2000 00:33 GMT	Sent (Not Confirmed)	"Stamps.com Account Support" [accounts@stamps.com]	sdc01_us@yahoo.com	Postage Purchase Confirmation	4/18/2000 00:42 GMT	Sent (Not Confirmed)	"Stamps.com Account Support" [accounts@stamps.com]	sdc01_us@yahoo.com	Postage Purchase Confirmation	4/18/2000 00:49 GMT	Sent (Not Confirmed)	"Stamps.com Account Support" [accounts@stamps.com]	sdc01_us@yahoo.com	Postage Purchase Confirmation	4/20/2000 21:20 GMT	Sent (Not Confirmed)	"Stamps.com Account Support" [accounts@stamps.com]	sdc01_us@yahoo.com	Postage Purchase Confirmation	4/20/2000 21:21 GMT	Sent (Not Confirmed)	"Stamps.com Account Support" [accounts@stamps.com]	sdc01_us@yahoo.com	Unable To Process Payment	4/20/2000 21:34 GMT	Sent (Not Confirmed)	"Stamps.com Account Support" [accounts@stamps.com]	sdc01_us@yahoo.com	Unable To Process Payment	4/20/2000 21:35 GMT	Sent (Not Confirmed)	"Stamps.com Account Support" [accounts@stamps.com]	sdc01_us@yahoo.com	Stamps.com Account Statement - US-03-2000	5/4/2000 01:16 GMT
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Document: Done																																																																						

FIG. 6

REPLACEMENT SHEET

COPY

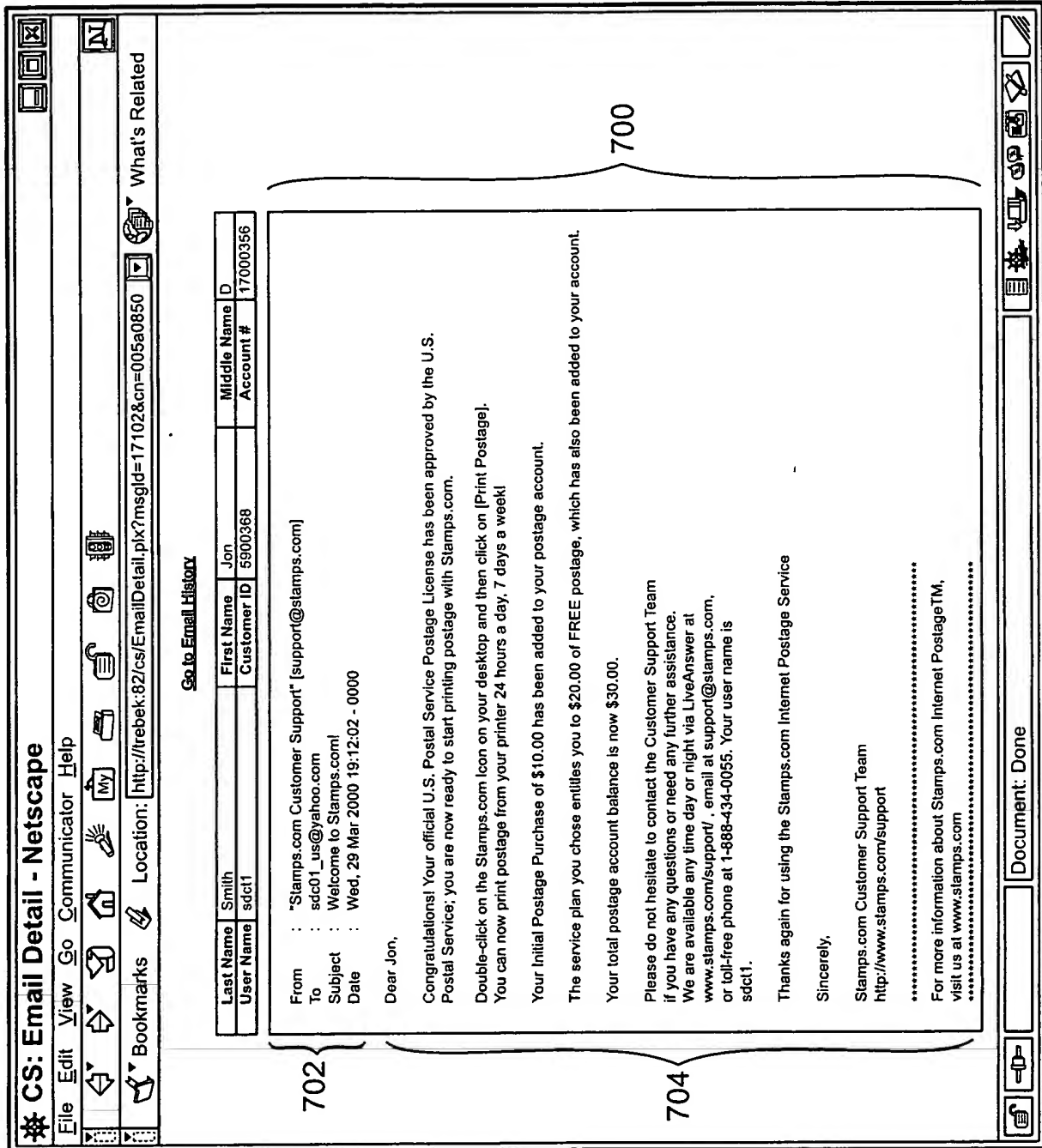


FIG. 7

COPY

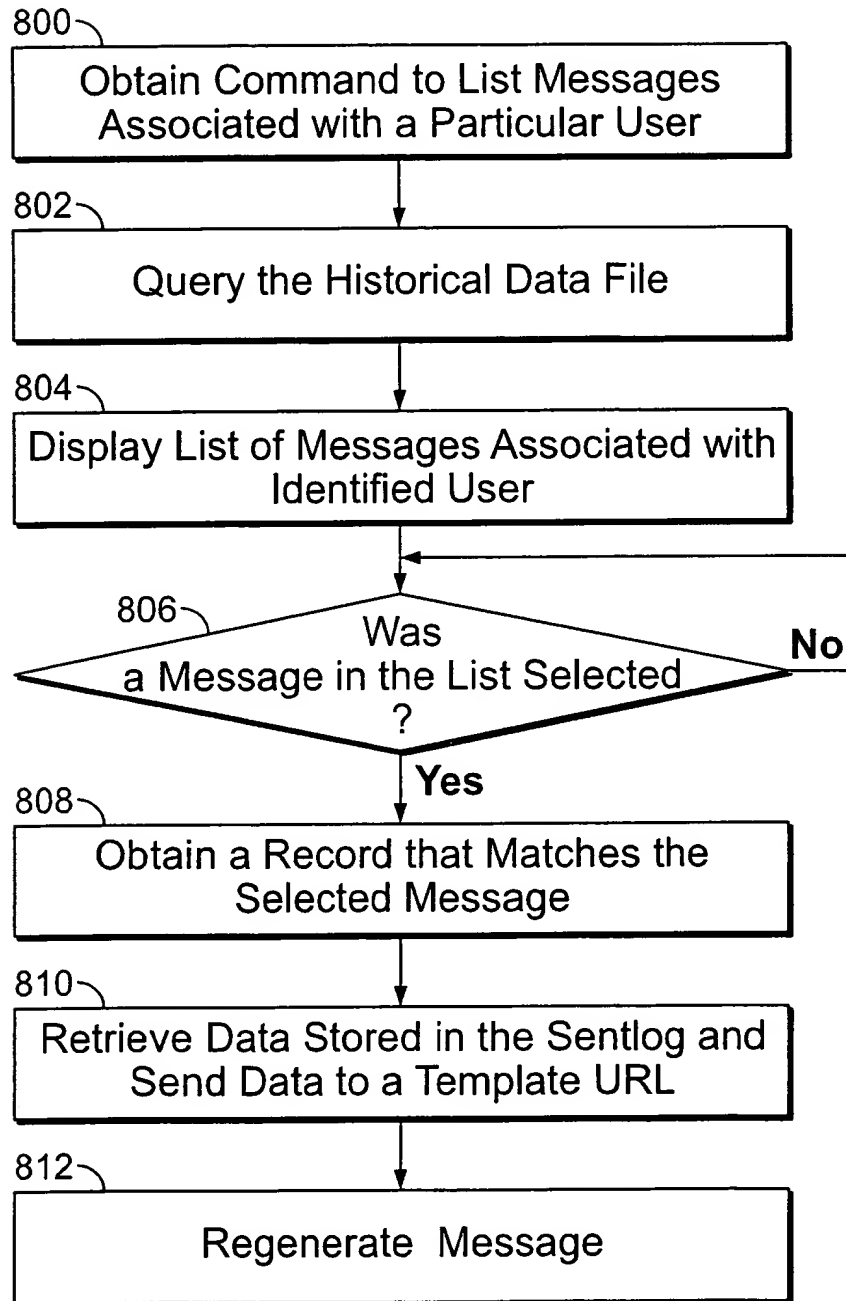


FIG. 8

COPY

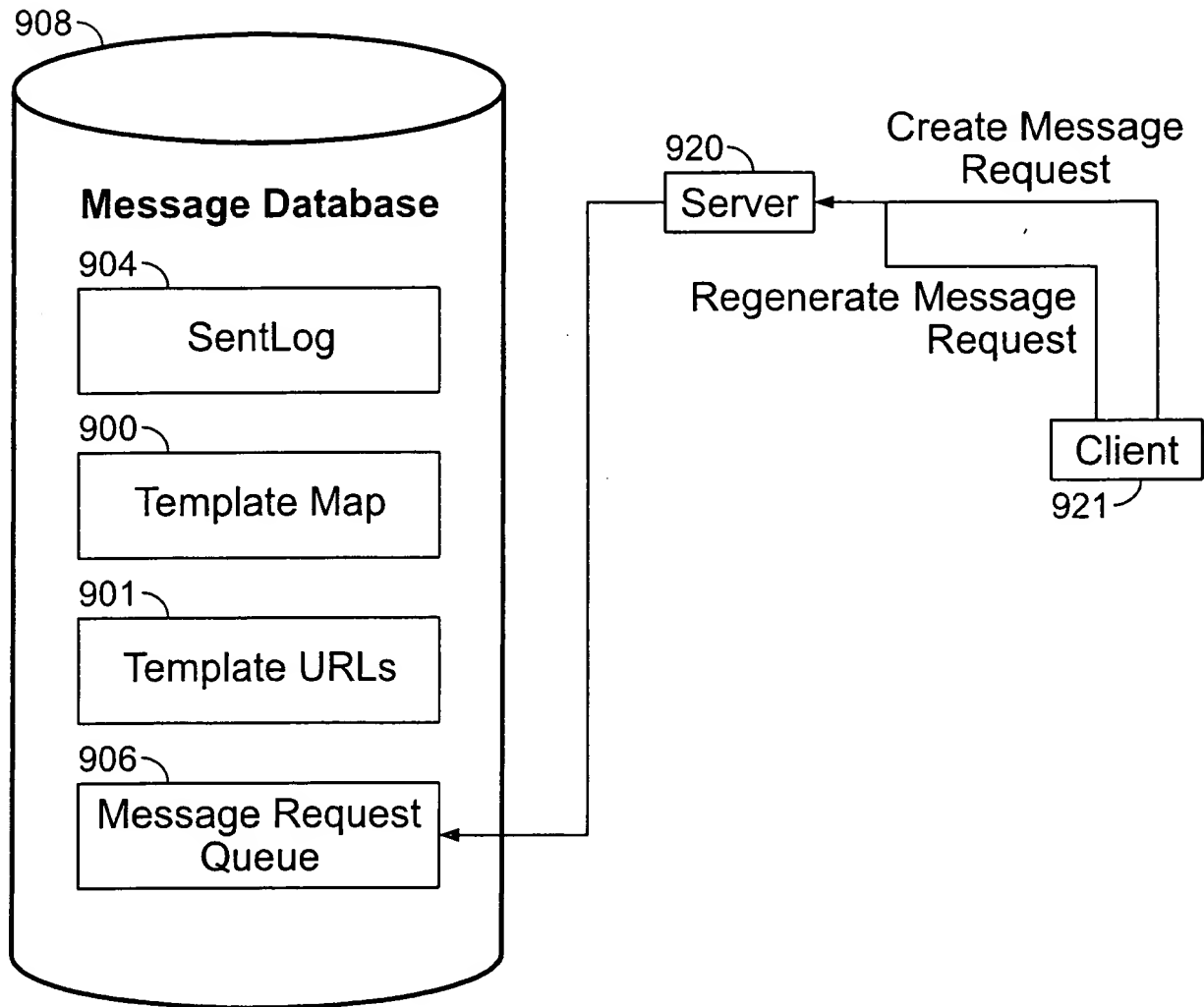


FIG. 9

COPY

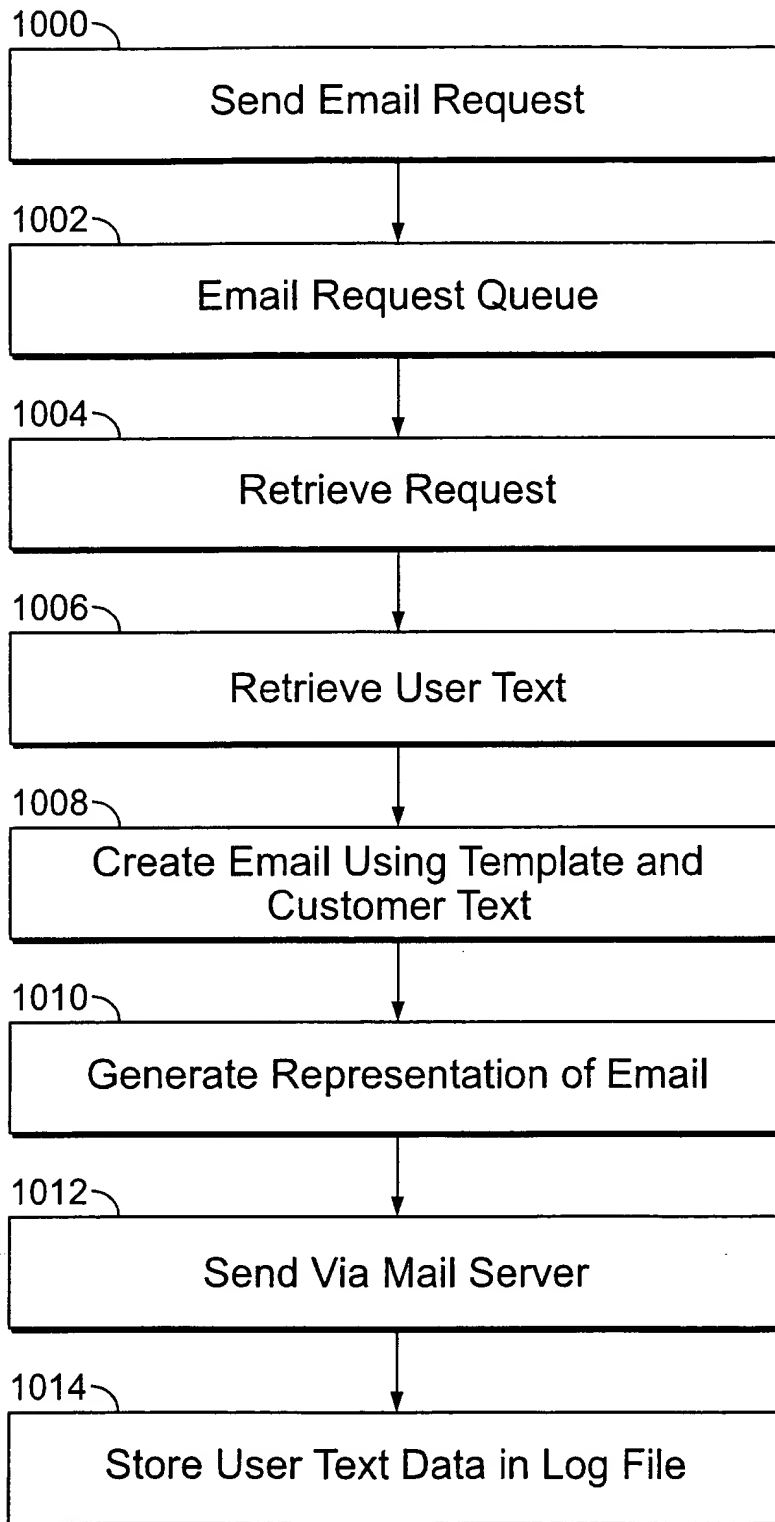


FIG. 10